TELSTRA T20

3G MOBILE PHONE

USER MANUAL

ZTE Copyright © 2014. All rights reserved.

No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

The manual is published by ZTE Corporation. We reserve the right to make modifications on print errors or update specifications without prior notice. Version 1.1 June 2014

LET'S GET THIS SHOW ON THE ROAD

You must be excited about your brand new Telstra T20. You'll soon be chatting, texting and sharing photos on the go.

This guide will help you get started as easily and as quickly as possible. It will also help you get to know your new Telstra T20 and take you through some of the basics step by step.

So you can get the most out of your phone, set aside some time to explore and play around to get to know all the features.

Before you get cracking ensure you have an active Telstra Next G® SIM card.

WHAT'S INSIDE

04 Let's get started

05 Getting connected

10 Getting to know your mobile phone

18 What the symbols mean

20 Basic Functions

30 Managing your Contacts

32 Messaging

45 Bluetooth

47 Updating your handset software

48 Extra Features

53 Join Me PC and MAC connection suite

55 Troubleshooting, Technical and Warranty

64 Extra bits you should know

LET'S GET STARTED

YOUR PACKAGE CONTAINS THE FOLLOWING

Handset

Charger

USB Cable

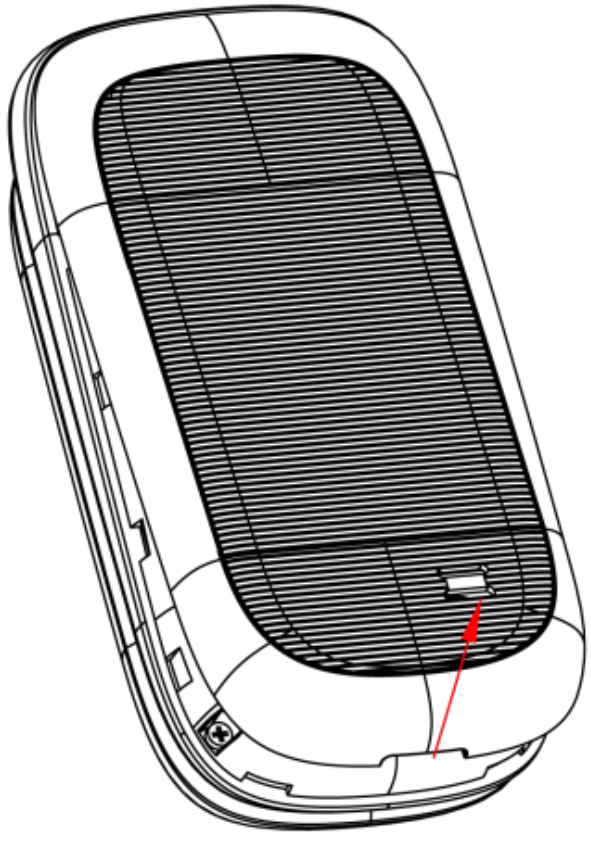
Battery

Headset

GETTING CONNECTED

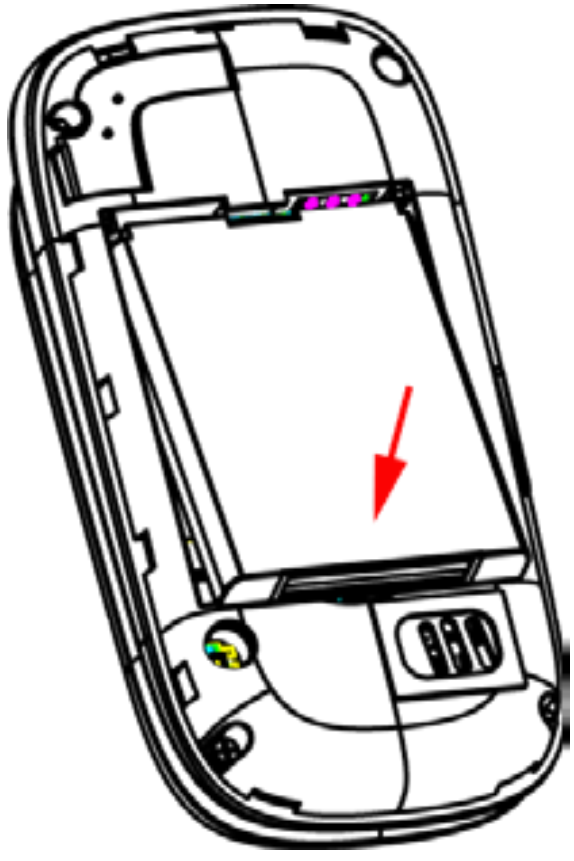
1. REMOVE THE BACK COVER

- Use the thumb catch on the bottom left corner of the handset to open the battery cover.



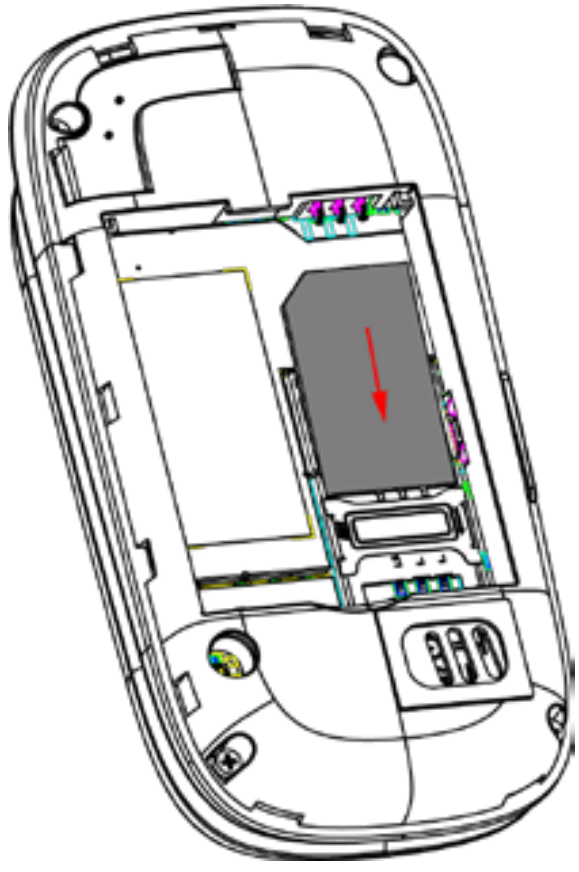
2. REMOVE / INSERT THE BATTERY

- Insert the battery as shown by lining up the gold bit on the battery with the gold spikes on the handset.
- Press the battery down flush into the case.
- Line the battery cover up and press gently to close the case.
- Press and hold the Red power key to power your device on and off.



3. IINSERT YOUR STANDARD SIZED SIM CARD

- This device supports the Standard sized SIM card only. Do not use a micro SIM or SIM card adaptor.
- Remove the battery and insert the SIM card with the gold contacts facing down and the slanted edge on the top right as shown:



4. CHARGING YOUR BATTERY

- Your battery comes partially charged. When you need to charge it:

1. Plug the micro USB cable in to the handset
2. Plug the other end of the cable into the:
    - AC adapter and plug the adapter into an electrical outlet
    - USB port on your computer

- The plug and socket are shaped so they will only fit together one way.
- A sound is played when the charger or USB cable is inserted into the handset.

Important Notes:

Only use the AC charger and USB lead supplied.
Insert the charger lead carefully.
Check the plug and socket are aligned correctly.
Do NOT use excessive force which may damage the USB port.
Be careful to avoid tripping on the lead whilst it is plugged in.
Physical damage to the USB port is NOT covered by warranty.
Normal charge time is 3-4 hours.
Do not leave on charge for more than 24hrs.
To maximise battery life limit multimedia functions.
Charge the battery between 0°C~45°C. Charge the battery promptly when flat.
With poor network conditions (less than 2 bars) battery life is reduced.
When not using the phone for long periods remove the battery.

GET TO KNOW YOUR MOBILE PHONE

Earpiece

Display

Left & Right Soft Keys Performs the function shown on the display

Call Key
Dial a number, answer a call, show Call History

Loudspeaker key

*** Key**
Access text symbols.
Insert a Pause or Wait command.

Arrow Keys, OK Key
Use the Arrow Keys to navigate & access shortcuts. OK key to confirm.

Power / End Key
Hold down to power On or Off.
Press to end a call.

C Key
Step back in menus.
Clear text

Microphone

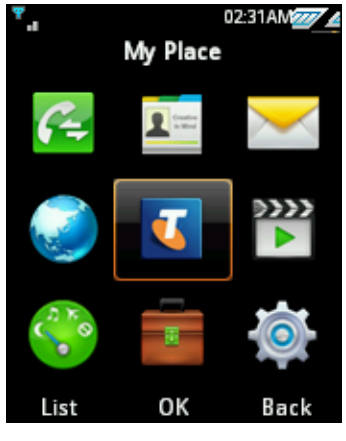
 # Key
Switch to Meeting Mode
Change text modes

GET TO KNOW YOUR MOBILE PHONE

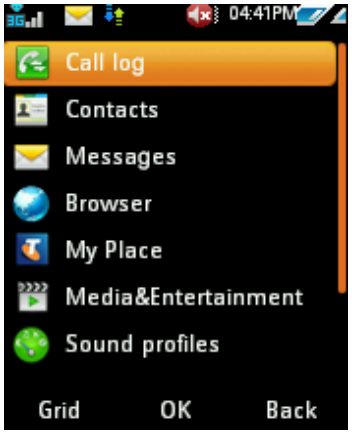
NAVIGATING THE MENU

The Main Menu is a grid of icons to access key features on the phone.

- From the Home Screen press the centre button to access the Main Menu.
- Use the Arrow Keys to move up, down, right or left and press the centre button to select.
- Alternatively press the corresponding number key as shown on the grid below. Eg Menu > 2 = Contacts



List View:



Handy Hint:

Use the left and right soft keys to select the functions at the bottom of the display. By default the menu structure is a grid. You can change this by pressing list on the left soft key.

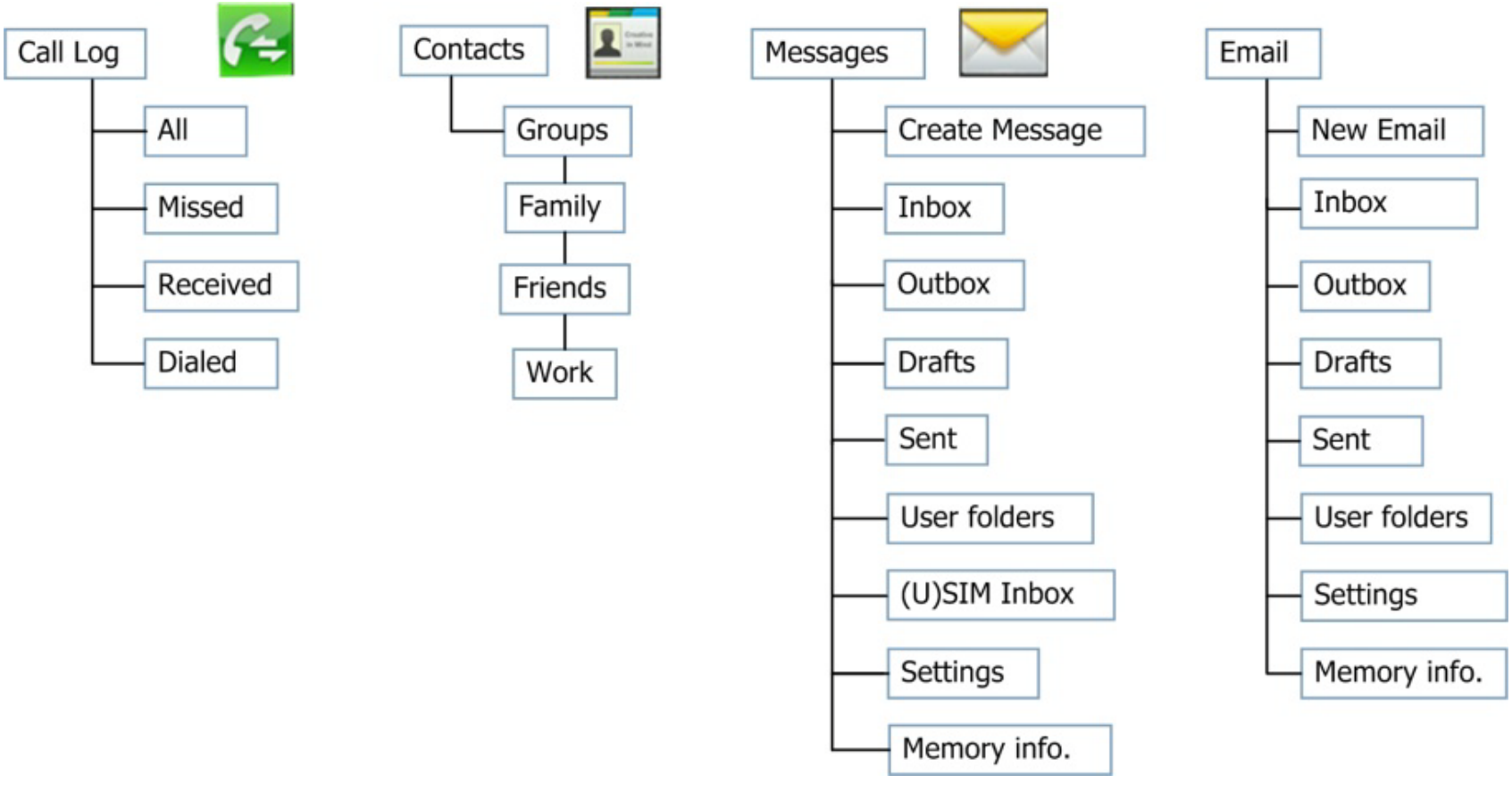
SHORTCUTS

- From the Home screen press the arrow keys to launch the default shortcuts:

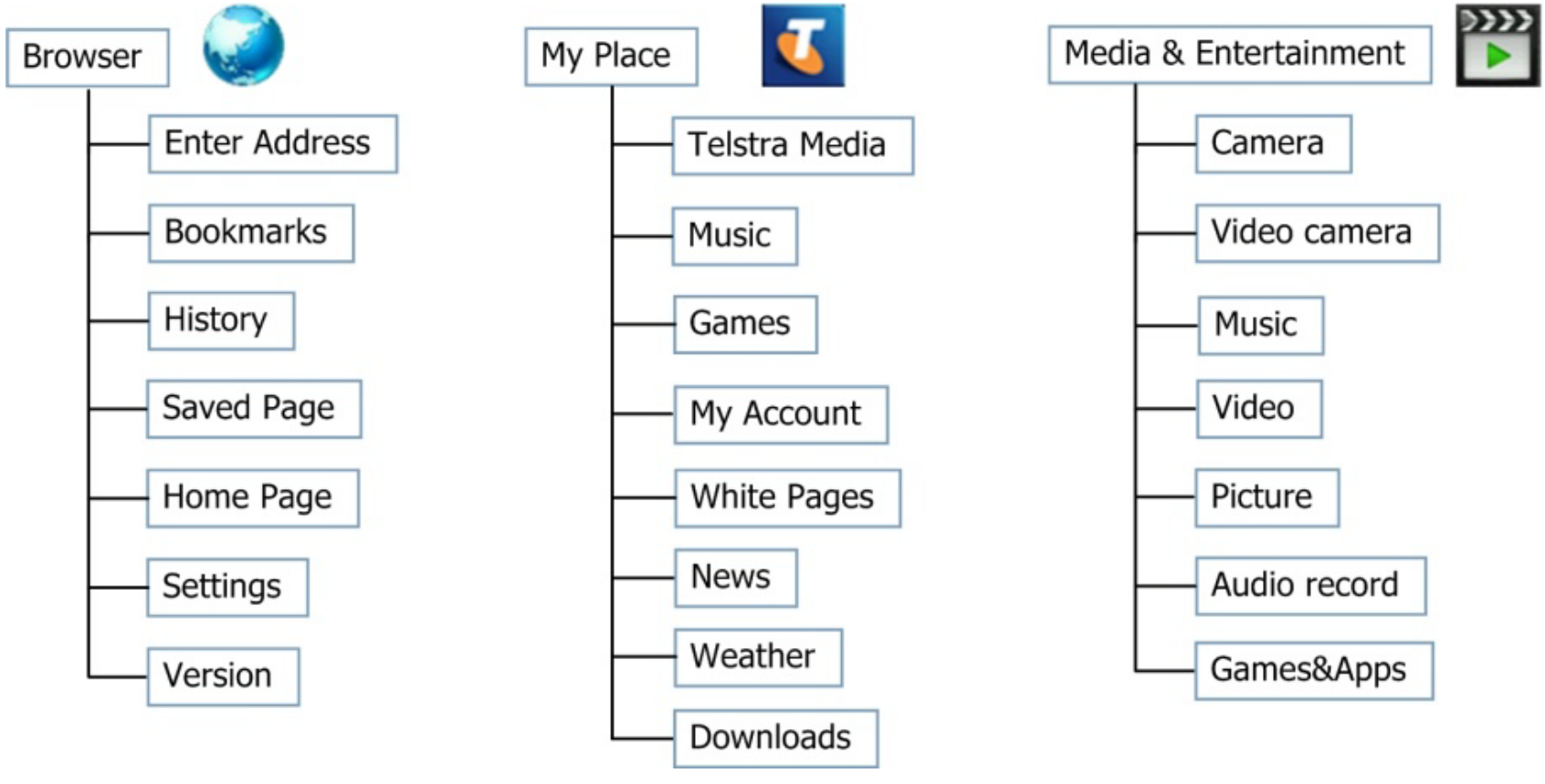
Handy Tips:
The shortcuts marked Spare can be assigned to your own preferences.
To change default shortcuts or to set your own shortcuts for the left and right keys go to: Menu > Settings > Phone > Shortcut keys.

MENU QUICK REFERENCE GUIDE

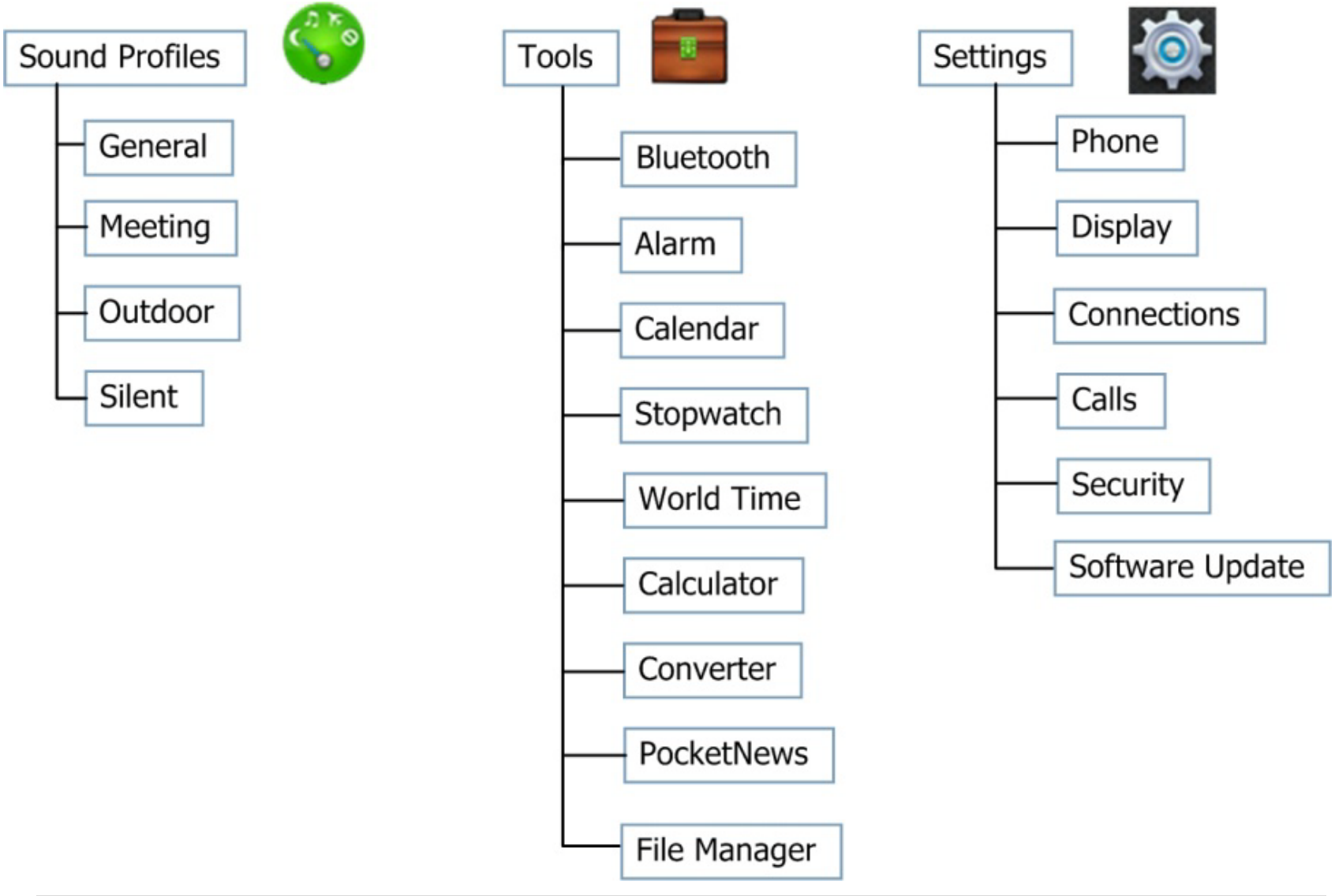
When navigating through the phone the menus are set out in tabs across the top of the screen.



MENU QUICK REFERENCE GUIDE



MENU QUICK REFERENCE GUIDE



Handy Hint:
To scroll through the top tabs use right and left arrow keys.

WHAT THE SYMBOLS MEAN

Indicator	Description
	Power Key - Hold down to power your phone on and off. Press to End a Call. Press to Exit a menu and return to the idle screen
	Call Key - After entering a number press to make the call Press to access the call logs Press twice for last number redial.
	Press the centre button (OK) to access the Main Menu and confirm menu selections
	Clear Key, Delete - Press to remove the last entered text
Back	Press to go to the previous screen
Volume	Press the up and down navigation keys

WHAT THE SYMBOLS MEAN

Indicator	Description
	3G Signal Strength
	GSM Signal Strength
	EDGE Signal Strength
	Flight mode is active. Network features are turned off.
	Battery Level Indicator
	New SMS Message
	Message Memory is Full
	New MMS Message
	New E-mail
	Data channel is available
	Data channel is active

WHAT THE SYMBOLS MEAN

Indicator	Description
	Headset Mode
	Alarm is set
	Missed Call
	Silent Mode
	Meeting mode (Silent with vibrate enabled)
	Vibrate mode enabled
	Call Forward is Active
	Roaming, different rates apply, please check with your service provider
	High Speed data access
	New WAP Push Message
	TTY mode for connection to Cellular Teletype Machines (CTM)

BASIC FUNCTIONS

HOW TO SET THE TIME AND DATE

When you first turn on your mobile the time and date is set automatically from the network.

It takes a few seconds to update when the phone is first switched on.

Handy Hint:
Select Menu > Settings > Phone > Time and Date to change to 12 or 24 hr format or to switch off automatic update to manually set the time & date.

HOW TO CHANGE THE RINGTONE

When you first turn on your mobile, the ringtone is set to a default ringtone, with default settings.

To personalise your ringtone follow these few simple steps:

- Select Menu > Sound profiles
- Use up and down arrow keys to scroll through to the profile you would like to change
- Press left soft key to Edit the highlighted profile

From here you have the ability to change your default ringtone for this profile, along with, video call tone, change the default volume, message tone, keypad sounds.
Example: Voicecall Ringtone > Audios > Ringtone, then select from the available tones.

Important Note:
Don't forget to press the centre button to activate the change

HOW TO SET FLIGHT MODE

Flight mode is a feature that allows you to have your phone on but not have any radio coverage.

Flight mode allows you to access other phone features such as listen to music or play games that you may have loaded when you are on an aeroplane.

To activate this feature:

- Select Menu > Settings > Phone > Flight Mode
- Click the centre key to change to on or off

Important Note:
When flight mode is activated the 3G icon will change to an aeroplane

HOW TO ADJUST RINGTONE VOLUME

As part of the ringtone functionality you have the ability to change the default volume for any of the profiles

- Select Menu > Sound profiles
- Press left soft key to Edit highlighted profile
- Scroll down to option 3 for Ring volume
- Press centre key to modify
- Scroll up and down to select volume level
- Press centre key to activate the change

Handy Hint:

From the idle screen you can switch the phone to meeting mode by holding down the # key. A speaker symbol with an x next to it will appear in the top of the display. The phone is now silent with the vibrate function on.

To switch meeting mode off hold down # key until symbol clears.

HOW TO MAKE A VOICE CALL

There are 4 key ways you can make a call on your phone:

1. Enter the number on the keypad, if you know the number
2. Select the downward facing arrow key to access the shortcut to contacts.
3. Go to Menu> Scroll Up one to Contacts> Click Ok
4. Press the button to access the call log

Whichever way you choose, press the green key to make the call.

To end the call press the red hang-up key

Handy Hint:
You can use the up and down arrow keys on the navigation key pad to increase or decrease the volume of the earpiece when in an active call.

HOW TO ANSWER AN INCOMING CALL

There are three ways to answer an incoming call:

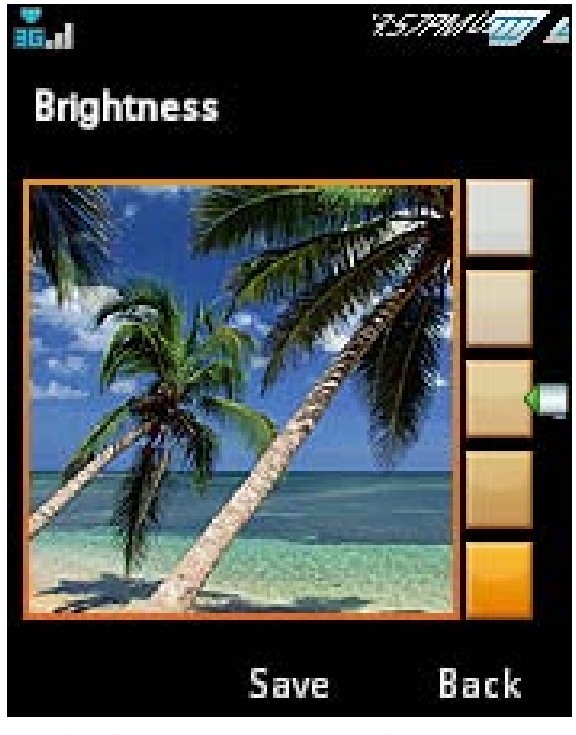
- Press the green key answer the call
- Press OK for Speaker or the loudspeaker button for hands free mode.
- Enable Open Flip to Answer at the following menu location; go to Menu > Settings > Calls > Open flip to answer > Set to On.

- Press the red key or Reject to end the call.

Handy Hint:
If you would like to silence an incoming call without rejecting it, press the down arrow on the navigation keypad or the right soft key for Silence.

HOW TO CHANGE THE SCREEN BRIGHTNESS

The default screen brightness is set to the middle setting. This will allow you to get the maximum possible out of your battery



- To change this setting Select Menu> Settings > Display> Brightness

Important Note:
Increasing the brightness of the screen will have an effect on the battery power consumption

CALL FEATURE SUMMARY

The table below is a quick summary of call features

Function	Description	Menu Selection
Call Barring	Restrict various categories of incoming or outgoing calls.	Menu > Settings > Calls> Call barring
Call Divert	Forward incoming calls to another number.	Menu > Settings > Calls> Call forwarding
Call Waiting	If you are already on the phone you hear pips to indicate another incoming call. Press Options to switch between the two callers.	Menu > Settings > Calls> Call waiting
Last number redial	Press the Green Call Key to bring up the Call log Press again to dial the first number in the list or scroll down to the number	Call Key , then Call Key

Missed Calls Alert	Hear an alert tone at your specified interval to remind you of a missed call.	Menu > Settings > Phone> Missed calls alert
Send my number	Show or hide your number when making calls.	Menu > Settings > Calls> Send my number
Set Speed Dial	Set your Contacts to be called directly from the idle screen. Long-press the number to dial.	Menu > Contacts > Select the Contact > Options > Scroll down > Set speed dial
Speakerphone	Use hands-free or in loud speaker mode.	During a call (or call set-up) press OK or the loudspeaker key
Speed Dial Call	Press and hold the corresponding key on the number pad to quickly call a Speed Dial Contact.	From the idle screen press and hold a number key.
Auto Power on/off	Automatically sets the time for the handset to turn on or off	Menu > Settings > Phone > Auto power on/off

Volume	Use the Up and Down arrow keys to adjust the volume during a call	During a call press the Up arrow / Down arrows.
Software Update	Manually check if there are software updates available	Menu> Settings> Software Update
Insert a Pause or Wait character while dialling	‘P’ inserts a 3 seconds delay. ‘W’ waits indefinitely until you enter the next character. Used to dial internal extension numbers or for phone banking type applications.	When dialling manually press the * key three times for a Pause or four times for a Wait. ‘P’ and ‘W’ can also be saved in Contact numbers.

MANAGING YOUR CONTACTS

There are some numbers that you may want to call again and again so it makes sense to add these to your Contacts.

You can then access these numbers quickly and easily and add special features such as Speed Dialling, a dedicated Ringtone or a Photo.

Function	Description	Menu Selection
Add a Contact from a received call	Access the Call log and create a new Contact from an incoming call record	Press the Call Key Select the call record > Press Options > Save.
Add a Contact from an SMS	Go to your Inbox and select the required SMS.	Go to Menu > Messages > Inbox > OK to view the SMS > Options > Use highlighted object > New contact.

Copy Contacts from a SIM card	Copy Contacts from the SIM into the handset.	Menu > Contacts > Options > Advanced> (U)SIM Management> Copy contacts from (U)SIM > Mark Copy all > Done
Delete a Contact	Select the Contact then press Options	Menu > Contacts > Options > Delete contact
Enter a new Contact	Save a number you have just dialled as to a contact	Number Entry > Options > Save > Follow the prompts
Search your Contacts	Search Contacts to find a particular person.	Menu > Contacts > Scroll down or press a letter key to search
Set a Contact image	For contacts stored on the handset memory, you can add a photo or unique ringtone.	Menu > Contacts > Select the Contact (stored on the handset) > Ok > Edit >Choose A Photo > edit, select, set & Save

MESSAGING

You can stay connected by using your mobile to send messages, multimedia messages and emails to your family and friends.

Important Note:
If your text message exceeds 160 characters you will be charged for multiple text messages.
Letters, symbols and spaces count as characters.

HOW TO CREATE A TEXT MESSAGE (SMS)

- Press the Left Soft Key as the shortcut for Messages (SMS) or select Menu > Messages > Create Message
- Follow the tips below to add Contact(s), and to send your message.

HOW TO ADD A CONTACT TO A TEXT MESSAGE (SMS)

- Press the Left Soft Key as the shortcut for Messages (SMS) or select Menu > Messages > Create Message
- Enter the phone number directly or press OK key to select a contact manually from your Contacts or Call History list
- Scroll to the chosen contact(s) and press Mark
- At this point you can select multiple contacts by scrolling through your list and pressing Mark
- Press Done once all your contacts have been added

HOW TO ADD TEXT TO YOUR SMS

Once you have added your contacts you are ready to add text and send your message.

- From the contacts field, press the Down Arrow once to move the cursor into the text field
- Type the message using the letter keys on the keypad (see next heading)
- Press OK to send or Back to save to Drafts and send later.

Handy Hint:
Use the # key to select between predictive text and standard typing modes. Select En for English Predictive Text.
In Multi-tap modes (abc/ABC) if the next letter is on the same key, wait until the cursor appears or press the Right arrow.

Important Note:
By default the input text is set to Abc
To change this press # to select your desired input method.
Once you have sent your message and exited the message screen the input method you last used will become your new default.

HOW TO TYPE USING THE KEYPAD (abc, Abc & ABC modes)

- The letters of the alphabet are arranged on the keys from 2-9
- Whenever you are in text entry mode, to enter a name, send a message or write a note, the handset will automatically change to letter mode
- The letters written on the number keys are entered depending on how many times you press the key. This is called multi-tap mode. For example, to write the name John, you press
    - the 5 key once for J,
    - then press the 6 key three times for O,
    - press the 4 key twice for H and
    - then the 6 key twice for N
- To insert a space press the 0 key
- If you have made a mistake and want to delete letters press the C key
- Press the 1 key for common punctuation marks
- Press the * key for special characters
- Long press the key to enter the corresponding number.

HOW TO USE PREDICTIVE TEXT (En mode)

Predictive text allows words to be entered more efficiently using a single key press for each letter, as opposed to multiple key presses in abc text mode.

To change from multi-tap to predictive text press # to view the entry options, then select En. This will activate English predictive text

Predictive text uses a built-in dictionary to match possible words against your key presses and reduce the number of key presses required for text entry.

Handy Hint:
In predictive text mode, when a word is underlined press the # key to raise the case. Eg. dave > Dave.
You may find that there are multiple valid words that can use the same key press. If this is the case a dropdown list will appear, simply use the Arrow Keys to choose from available words to the one that you want and press OK to confirm

HOW TO ADD WORDS TO THE BUILT IN DICTIONARY (MY WORDS)

You can also add your own words to the predictive text dictionary to do this:

- Start typing your word
- A box with Spell word? will appear, choose Spell Word by selecting OK
- Type the word that you wish to add and click on save

Your new word has been added to My words, you can check this by going to Options> My words

Important Note:

□ € | [ ] { }	Each time one of these symbols is used 2 standard SMS characters are transmitted.
…	This symbol is not part of the standard SMS character set. Each time one of these symbols is used the *entire* message is converted to Unicode. The maximum number of Unicode characters per SMS is 70.

HOW TO VIEW A RECEIVED TEXT MESSAGE

The envelope icon on the information bar indicates a new SMS message has been received

- Along with this, depending on the current profile setting, a message alert tone and vibrate activate will be heard
- The display of the phone will also show that a new message has been received
- To view, press centre key to view message

Handy Hint:
The envelope icon will clear once all unread messages have been viewed.

To see all messages select Menu > Messages > Inbox. Press OK to View.

To delete messages press left soft key for Options > Delete> Yes

HOW TO SEND A MULTIMEDIA MESSAGE (MMS)

Sending a MMS is similar to a text message. The main difference is adding media. This can be done by selecting Options > Insert > Choose Media > OK.

Use a Multimedia Messages to send attachments such as pictures, music or video files. You can also send an MMS directly to an email address, this could be handy to share your photos for example.

- Select Menu > Messages > Create Message
- Enter the phone number, or press centre key for Contacts
- Press the down arrow to enter the main message body
- From the text area press Options to Insert an Image, Audio or Video
- Browse the folders to select the required file. Press OK
- When finished press OK to Send
- Each ‘page’ can only contain one image, one audio, or one video file.

Handy Hint:
To add more than one file select Options to add a new page

HOW TO RECEIVE A MULTIMEDIA MESSAGE (MMS)

When a new MMS has arrived you will see an envelope on the information bar

- When receiving an MMS you get a standard message alert. Press OK key to View
- Press Retrieve to download the message attachment
- When the attachment has downloaded if you would like to save the attachment press the Left Soft Key for Options
- Choose Use Item to Save the file into File Manager

Important Note:

There are network dependencies that may affect being able to download the MMS.

If you find you are not able to download the MMS at that point in time, retry later

Confirm MMS is enabled and active on your account

WAP PUSH MESSAGES

A WAP (wireless application protocol) push message is a formatted SMS that displays a message to the user, giving the option of connecting directly to a website using the browser.

WAP Push Messages are indicated by the icon on the main display.

- Use the Browser to view Push Messages.
- Set to Reject to disable Push Messages.

To disable Push Messages

- Go to Menu > Messages > Settings > MMS Settings > Push Message – Accept or Reject

HOW TO CREATE A NEW EMAIL MAILBOX

Sending an email is similar to a text message. The main difference is you are able to send a longer message.

Your handset has been set up with some common service providers details, you just need to add your email account to be up and running in no time.

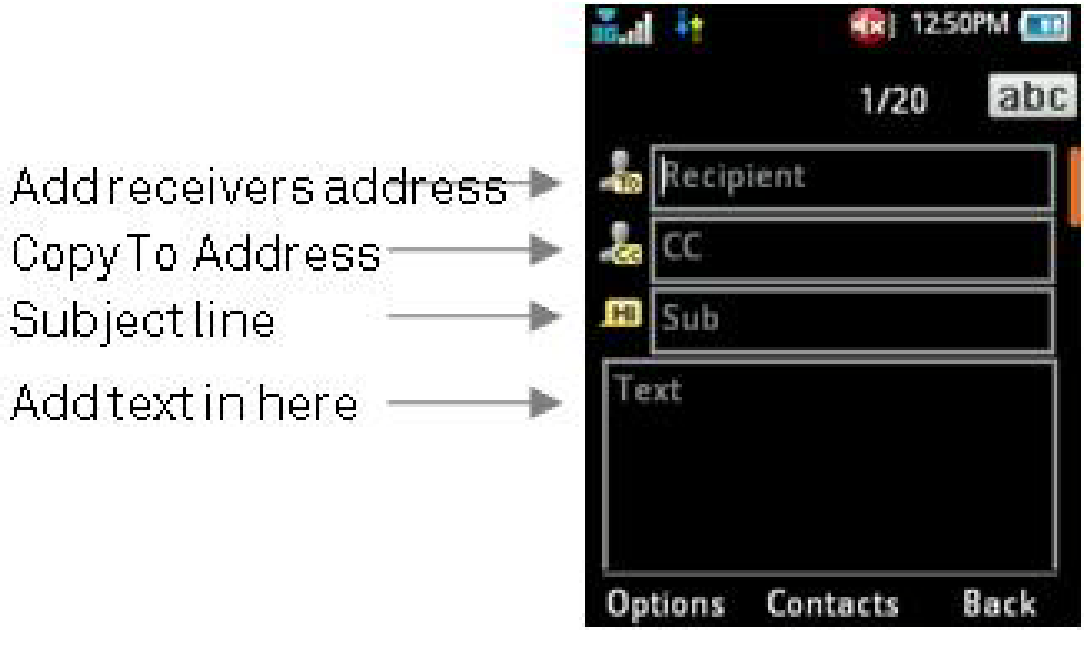
- Select Menu > Messages > Press the right arrow key to tab to Email > On first use press OK to Add a new email account.
- Scroll down to your email provider then Click OK to select.
- You will now be in the Mailbox setting
- Complete the required fields to add your account
- Select Menu > Messages > Email > Settings > Mailbox Settings > Options > New to add a new Mailbox or to set up alternate email providers.

Important Note:

You may need additional information from your Internet Service Provider (ISP) if registering an email provided by your ISP or other email service provider that is not in the list.

HOW TO SEND AN EMAIL

- Menu > Messages > Scroll across to Email > New Email
- Enter the email address e.g. username@domain.com. Press centre key to input address from contacts
- Press the down arrow to access the Copy To Field
- Press the down arrow to access the Subject Field
- Press the down arrow to enter the Text Field
- Press left soft key > Options to Insert attachments if required
- Browse to the appropriate folder to add the attachment
- When you are finished press the centre key to select Ok to Send.
- Press the right soft key to go back to the previous screen at any time.



HOW TO RECEIVE AN EMAIL

- Menu > Messages > arrow right to Email > Inbox > Retrieve
- New Email messages are delivered to the handset

HOW TO SET UP AUTOMATIC RETRIEVAL

- Menu > Messages > Email > Settings > Automatic Retrieval
- Set your required time interval to check the server for new Email messages.

WHAT ARE USER FOLDERS?

User folders can be used to file your incoming SMS, MMS and Email messages

- Menu > Messages > User folders or
- Menu > Messages > Email > User folders
- Rename your folders if required eg Work, Personal etc.

CONNECTING USING BLUETOOTH

Bluetooth is a wireless technology to connect your mobile handset to other devices without using cables. Bluetooth can be used to transfer voice calls to a wireless headset or car kit, or to transfer pictures and other files to a computer. Both devices need to successfully pair to enable these features. Usually the pairing process involves entering a PIN on the handset to authorise the connection.

Example to Pair with a Bluetooth wireless headset

1. The headset first needs to be set into Pairing mode. You need to consult your Bluetooth headset instructions to determine this step.
2. On your handset go to Menu > Tools > Bluetooth > Press OK to switch Bluetooth On.
3. In the same Bluetooth menu go to My Devices > Search to see available devices nearby.
4. Select the device to connect to. Press OK to start Pairing.
5. Enter the PIN number (consult your other device, usually 0000 or 1234).
6. Select Automatic to always Connect to this device when in range.
7. Press the Left Soft Key to Pair.
8. The devices will be connected together and now an incoming call will ring and forward to the Bluetooth headset.

BLUETOOTH FILE TRANSFER

Example to Pair with another handset

1. Switch on Pairing mode or make both devices visible.
2. On your handset go to Menu > Tools > Bluetooth > Press OK to switch Bluetooth On.
3. In the same Bluetooth menu go to My Devices > Search to see available devices nearby.
4. Select the device to connect to. Press OK to start Pairing.
5. Enter the PIN number (consult your other device, usually 0000 or 1234).
6. Select Automatic to always Connect to this device when in range.
7. Press the Left Soft Key to Pair.
8. You can also pair from the other device by following similar instructions on the other handset. Once both devices are paired you can use Tools > File Manager > (Select the file) > Options > Send > Via Bluetooth to transfer the file to the other device. This can be used to transfer photos and other files to your home computer, another handset or to a photo printing kiosk where supported.

UPDATING YOUR HANDSET SOFTWARE

Your handset can check and receive automatic software updates.

THERE ARE TWO WAYS THIS CAN HAPPEN:

1. Automatically – the handset will notify you an update is available. Follow the steps to complete the upgrade.
2. Manually by you – go to Menu > Settings > Software Update to check if any updates are available.

- Software updates require an active data connection and charges will apply for downloaded data content. Contact Telstra to verify charges for this service.
- Software updates do not delete any of your handset content, eg Contacts, SMS, MMS, photos, music etc.
- Software updates are set to check automatically every 2 weeks. If you wish to disable this service please switch off Automatic Updates from the Settings> Software Update > Auto Software update menu.

EXTRA FEATURES

Function	Description	Menu Selection
Alarms	Set and edit Alarms	Menu > Tools > Alarm > Edit
Back Function	Go back one screen	When the function is available to go back one screen, it will appear at the right soft key
Backlighting	Set the backlighting duration	Menu > Settings > Display>Backlight duration
Bluetooth	Use to Connect to other devices	Menu > Tools > Bluetooth. See the Bluetooth section above.
Brightness	Change the display brightness	Menu > Settings > Display > Brightness
Calculator	Apply basic maths calculations	Menu > Tools > Calculator
Calendar	View and set calendar events	Menu > Tools > Calendar

Call log	View all your incoming and outgoing calls history	Menu > Call Log or **Shortcut**: Press the Call Key
Camera	Use the Camera	Menu > Media&Entertainment > Camera **TIP:** Use Join Me to transfer photos from your phone to the computer.
Conversion	Access the Currency and other unit Converter functions	Menu > Tools > Converter
Delete Text	Press the C key to clear text	C key for delete, in any text mode.
File Manager	View and manage your files	Menu > Tools > File Manager
Games & Apps	Access Games & Apps	Menu > Media&Entertainment > Games & Apps
Greeting	Displayed during start up	Menu > Settings > Display > Greeting

Keypad Light	Set the Keypad Backlighting	Menu > Settings > Display > Keyboard light
Keypad Sounds	Select the keypad tones or spoken	Menu > Sound profiles > Edit > Keypad sounds
Lock Code	Switch on the Handset Lock code to protect the Handset. The default code is 0000	Menu > Settings > Security > Change security codes > Handset code
Meeting Mode	Quickly engage Meeting mode	Long Press the # Key (Default setting silences the ringtone and enables vibrate)
Message Tone	Change the incoming message tone	Menu > Sound profiles > Edit > Message tone
My Audio	Play your audio files	Menu > Media&Entertainment > Music > All music
Owner name	Displayed on the idle screen	Menu > Settings > Display > Owner name
PIN Code	Set your start up PIN code (This protects the SIM card only)	Menu > Settings > Security > Activate security codes > PIN code

Profiles	Group handset behaviours for ringing, vibrate etc.	Menu >Sound profiles > Edit
Restore Defaults	Restore your phone to factory default settings	Menu > Settings > Phone > Master Reset > 0000
Ringtone	Change the incoming ring	Menu > Sound profiles > Edit > Voicecall ringtone
Shortcut Keys	Customise the four arrow keys to your preferred features	Menu > Settings > Phone > Shortcut keys > OK
Silent mode	Silence the incoming ring and all other sounds	Menu > Sound profiles > Silent
Speakerphone	Use hands-free or loud speaker mode.	During a call (or call set-up) press the OK key for Speaker
Stopwatch	Activate the Stopwatch timer	Menu > Tools > Stopwatch
TTY	Cellular Text Modem used to connect to a TTY device.	Menu > Settings > Phone > TTY setting

Vibrate Mode	Switch on vibrate mode	Menu > Sound profiles > Edit > Ringing type
Video Camera	Use the Video Camera	Menu > Media&Entertainment > Video camera
View Pictures	View your photos	Menu > Media&Entertainment > Picture > All Pictures
View Videos	View your videos	Menu > Media&Entertainment > Video > All Videos
Voice Recorder	Record voice memos	Menu > Media&Entertainment > Audio record
Wallpaper	Set your background image	Menu >Settings > Display > Wallpaper
World Time	Access the World Time function	Menu > Tools > World Time

JOIN ME PC AND MAC CONNECTION SUITE

Join Me is used to connect your phone to a computer. Once installed Join Me is used to manage contacts, messages and calendar functions and to transfer music and picture files to and from your computer. See the Join Me Help function inside the software to find out how to perform these tasks.

Important Note:
Please download and install the Join Me client from zte.com.au before connecting your phone.

- The software is only compatible with Windows 7, Vista, XP and MAC OS 10.5,10.6, 10.7
- The software may not run in all environments, or in conjunction with other software, eg modem connection manager software.
- Multi-boot systems are not supported.
- The software should be installed and run with the Administrator login.
- Please read the Join Me Help file from within the application, or see

our web site FAQ's at zte.com.au for more support.

- Records that contain multiple day repeated events are not supported by the handset or by Join Me when importing from Outlook. Set single day repeats to ensure correct import.
- A maximum of 500 calendar events are supported on the handset and Join Me.
- Calendar functions can only be synchronised from the day view or list all tabs in Join Me.
- Contacts stored on your computer can be imported using the Import from Outlook function or using CSV file import.
- When importing email addresses from Outlook choose Allow Access when prompted.
- Press the Connect button on the first screen to connect your device.

TROUBLESHOOTING, TECHNICAL AND WARRANTY INFORMATION

TROUBLESHOOTING AND FAQ'S

Please check the manual thoroughly before contacting Telstra.

Symptom	Solution
How do I check the software version?	Enter *983*32# on the dial pad.
How do I reset to factory defaults?	Menu > Settings > Phone > Master Reset > 0000
How do I check the SMS service centre number?	Menu > Messages > Settings >Text Msg Settings
How do I configure the MMS Settings?	Menu > Messages > Settings > Mul.Msg Settings
How do I configure Email settings?	Menu > Messages > Tab right for Email > Settings > Mailbox Settings > Options > New
How do I copy Contacts to or from my SIM card?	Menu > Contacts > Options > Advanced > USIM Management >

Symptom	Solution
How do I select Network mode?	Menu > Settings > Connections > Network settings > Preferred mode
How do I manually select a carrier?	Menu > Settings > Connections > Network settings > Preferred selection > Manual
How do I enable USB tethering?	Menu > Settings > Connections > USB mode > PC Suite mode.
How do I configure APN's	Menu > Settings > Connections > Access point settings > View the available or press Options > Add to create a new APN. After creating a new APN, link to it from the Profile Connect menu.
How do I enable Flight Mode?	Menu > Settings > Phone > Flight mode
How do I clear my Browser?	Menu > Browser > Settings > Clear cache, Clear cookies
How do I check Call forwarding etc	Menu > Settings > Calls > Call forwarding, Call barring
How do I check for Software Updates?	Menu > Settings > Software Update
How do I get more technical support?	Visit zte.com.au or call 1300 789 475 during office house AEST.

Symptom	Solution
No incoming ring or alarm tone	Check the ring tone and ring volume settings under Sound Profiles. Check the handset is not muted (Long press the # key)
(No) keytones when pressing keys	Check the key tone settings in the current profile. Menu > Settings > Sound Profiles > Edit.
How do I extend the incoming ring time?	Menu > Settings > Calls > Call forwarding > When no reply > Activate > Set delay time to your needs. A blank forwarding number forwards to your Voicemail service.
How do I change the Ringtone?	Edit the current profile and select a new tune from the Audios directory.
A phone number cannot be dialled	Check for network coverage. Check whether any call restrictions are set. Menu > Settings > Calls > Call barring.
MMS messages cannot be sent or received.	Your phone may not be setup with correct network settings, contact Telstra to setup. This type of content may be restricted by your service.

Symptom	Solution
How do I change to Predictive Text?	Press the # key to bring up the available text formats, select En for English predictive text. The handset remembers your last setting.
I cannot connect to Join Me	Check: Menu > Settings > Connections > USB Mode. Uninstall and re-install the software from the website and see FAQ's at zte.com.au
My phone is slow to respond, handset storage problems	Power cycle your phone to refresh the memory. Delete old SMS messages and other content. Restore default settings: Menu > Settings > Phone > Master Reset > 0000
The battery discharges quickly	Possible network coverage issue. Check the signal level. With only 1 or 2 bars, the battery has to work harder to maintain network contact. Limit multi-media to save power. The battery may be worn out.
The handset switches on by itself.	An alarm or calendar event switches the handset on automatically.

Symptom	Solution
I cannot charge the phone	Confirm the charger is properly inserted. Remove the battery, clean the contacts and check it is inserted correctly. The battery may be worn out. Tip: Charge the phone using the supplied USB cable.
How do I write an SMS?	Menu > Messages > Create message From the phone number field press the down arrow to move into the text area. Use predictive text or abc mode to type words using the keypad
The handset switches off after charging.	The handset is charging in the off state. Press and hold the Red key to switch the handset ON.
Web pages are not displayed clearly	Menu >Browser > Settings > Advanced Settings > SmartFit Mode = On

ERROR MESSAGES

Message	Solution
No (U)SIM detected	Check a valid (U)SIM card is inserted See Getting Started
Enter PIN code	Enter the correct PIN code supplied by your service provider
Enter PUK code	Contact Telstra to get the PUK code
Enter handset lock code	The default handset lock code is 0000
File does not exist or is in the wrong format	Check the file type is supported by the handset. On your PC or MAC, make sure the file is closed. Re-send the file using Join Me
Insufficient Memory	Handset memory is full. Delete unwanted files, messages, emails & videos to create more user space.
Cannot Connect to Join Me	Check PC Device Manager and make sure the drivers are installed correctly. Re-Install the drivers manually.

TECHNICAL SPECIFICATIONS

Network Compatibility	3G UMTS 850, 2100 MHz 2G GSM 900, 1800 MHz
Dimensions L×W×H	Approx 94mm x 48mm x 18mm
Weight	Approx 70g (Including standard battery)
Features	MP4 video, MP3 audio, 0.3MPixel rear camera, USB, MIDP 2.0 JAVA, 2.0” 65K colour TFT display with 176 x 220 pixels, MMS, Email, Calendar, Speakerphone, Voice Recorder, Bluetooth, CTM TTY mode, approx 20MB user memory.
Battery	900mA hours, Lithium ion (Li-ion)
Standby time*	Up to 250 hours
Talk time*	Up to 240 minutes talk time. Video call >70 minutes
Charge time	Approximately 3-4 hours
Battery Life	Approximately 400 charge cycles
Supported Files	JPG, BMP, GIF, MP3, WAV, MID, WMA, MMF, AMR, MP4, 3GP, TXT

Important Note:
Talk and idle times are based on ideal network conditions.
The use of applications and local network conditions can reduce battery life.

SUPPORT INFORMATION

- For Warranty Service directions please consult Telstra.
- All calls for PIN number enquiries, Network problems, Web Access, Account and Billing Information, (U)SIM card registration and other general enquiries should be directed to your Service Provider.
- Your device is locked to the Telstra network. Please contact Telstra to obtain the unlock code and instructions.

WARRANTY INFORMATION

The warranty does not apply to defects or errors in the product caused by:

1. Normal wear and tear
2. Misuse including mishandling, physical damage, improper installation – including battery, and unauthorized disassembly of the product
3. Water, exposure to solvents or any other liquid damage
4. Any unauthorised repair or modification
5. Power surges, lightning, fire, flood or other natural events
6. Use of the product with unauthorized third party products such as generic chargers
7. Any other cause beyond the range of normal usage for products

The End User shall have no right to reject, return, or receive a refund for any product under the above-mentioned situations.

Important Note:
Consult the warranty card for full information.

EXTRA BITS YOU SHOULD KNOW

SAFETY AND GENERAL INFORMATION

The handset contains delicate electronic circuitry, magnets and battery systems. Treat it with care and pay attention to the following points:

- Handle the handset with care. Do not drop or throw the handset.
- Do not immerse in any liquid. The handset contains a liquid detection sticker and the warranty will be voided by any liquid damage.
- Do not place the handset near computer disks, credit cards, and other magnetic media. The information contained on disks or cards may be erased or damaged.
- Do not leave the handset or battery in direct sunlight or near other heat sources where temperatures could exceed 45°C.
- Keep the handset, battery, charger and other accessories away from children.
- In the unlikely event of a battery leak avoid contact with your eyes or skin. Flush with water and consult a doctor.

- Observe and obey warning signs at petrol stations, airports and hospitals.
- The operation of some medical electronic devices, such as hearing aids and pacemakers, may be affected by the handset.
- Take care not to allow metal objects such as coins or keys to come into contact with the battery terminals.
- Do not dispose of batteries in a fire.
- Do not throw used batteries into household rubbish, return them to a recycling point
- Do not connect the handset to non genuine or 3rd party chargers.
- Only use the supplied charger.
- Be careful not to pierce the battery with sharp objects and do not use damaged batteries.
- Do not disassemble or modify the battery.
- Stop using the battery if abnormal heat, odour, discolouration, deformation, or abnormal condition is detected during use, charge, or storage.
- Do not put the battery in your mouth.
- Only use original replacement batteries.
- Do not attempt to dismantle the handset or any of its accessories.
- Do not place the handset close to the edge of a table in case it moves when set on vibrate mode.

- Do not put the handset into a microwave oven, dryer, or high-pressure container.
- Don’t use the handset immediately after a sudden temperature change eg. from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the handset which can cause internal damage. Switch off and leave for 30 minutes before use.
- Do not use the handset while driving or operating other machinery.
- Do not use the handset where blasting is in progress.
- Switch the phone off when boarding aircraft.
- Do not leave the handset at the bottom of a bag where it may be damaged by sharp objects.
- At high volume, prolonged listening to audio devices can cause hearing loss.
- Do not leave the handset discharged or disconnected for a long time, otherwise your personal data may be lost.
- Remember to make backup copies of all important data on the handset.
- Take care when the phone is in your pocket. Sitting down may damage the handset.
- It is normal for the handset to become warm while the battery is being charged.

- Under poor network conditions battery life is considerably reduced.
- When the battery is thrown away cover the terminals with insulating tape.
- Please recycle the packaging and all parts
- Emergency service coverage is dependent on network availability and battery status.
- It is always good practice to switch off the handset regularly.
- Do not expose the handset to oils or solvents.
- If you have an alarm or calendar event set the handset switches on at the prescribed time.
- Your device is locked to the Telstra network. Contact Telstra to obtain the unlock code and instructions.

PC SOFTWARE REQUIREMENTS

Join Me synchronisation software is available to download from our website. Join Me supports Microsoft Windows 7, Vista (32 and 64 bit), XP with Service Pack 2 & 3 and MAC OS 10.5, 10.6, 10.7

ZTE cannot guarantee that third party software is compatible with this product.

WARNINGS AND SAFETY NOTICES

Please read all the safety notices before using this device.

Do not use the phone near fuel or chemicals or in any prescribed area such as service stations and refineries.

Do not transport or store flammable gas, liquid or explosives in the same compartment of your vehicle as your mobile phone and accessories.

No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

ZTE Corporation operates a policy of continuous development. We reserve the right to make changes and improvements to any products without prior notice.

LIMITATION OF LIABILITY

ZTE shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using this product, whether or not ZTE had been advised, knew or should have known the possibility of such damages. Refer to the warranty card for full warranty and service information.

RF SAFETY INFORMATION

The handset has an internal antenna located at the top of the phone. For optimum performance with minimum power consumption do not cover the antenna area with your hand. Hold the handset between thumb and finger in the middle of the device. Covering the antenna affects call quality, may cause the handset to operate at higher power level than needed, and may shorten talk and idle times.

RADIO FREQUENCY ENERGY

The handset is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves). The transmit power level is optimized for best performance and automatically reduces when there is good quality reception. Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low. Under poor network conditions the phone transmits at a higher power, may get hot and have a significantly shorter battery life.

DECLARATION OF CONFORMITY - SAR (SPECIFIC ABSORPTION RATE)

We declare that the product(s) detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electro-magnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997. The highest value SAR recorded for this device is 0.87 W/Kg in the Body position (10mm spacing) and 0.671 W/Kg in the Head position.

N14945